MULTIMEDIA UNIVERSITY ®

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2022 / 2023

BOB2614 – ORGANISATIONAL BEHAVIOUR

(All Sections)

3 OCTOBER 2023
9.00 a.m. – 12.00 p.m.
(3 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **TWO (2) pages** including the cover page.
2. Attempt **ALL** questions.
3. Write your answers in the **Answer Booklet.**

Instructions: Answer ALL questions.

QUESTION 1 [25 MARKS]

a. As a manager in a firm, what actions can you take to foster affective commitment among employees in your department? Briefly state and explain **FIVE (5)** strategies you would implement. (10 marks)

b. State and explain the implications of the Three-Needs theory in organisational psychology on employee motivation. Provide relevant examples for **EACH** of the three needs. (15 marks)

QUESTION 2 [25 MARKS]

a. Discuss **THREE (3)** techniques that can be applied for creative decision making. (15 marks)

b. What is power? Discuss **THREE (3)** ways to strengthen an individual power. (10 marks)

QUESTION 3 [25 MARKS]

a. Define the span of control and distinguish between narrow and wide span of control. (5 marks)

b. An entrepreneur employs 20 people, whom he supervises personally. However, within a few years, the company will likely employ over 200 people in production, sales, engineering, and administration due to the growing success of the company's new products. The entrepreneur likes the current structure and wants to avoid other forms of departmentalisation. Explain why the entrepreneur should consider other forms of departmentalisation as the company grows larger. (20 marks)

QUESTION 4 [25 MARKS]

a. Describe **THREE (3)** elements of organisational culture. (15 Marks)

b. Describe **FIVE (5)** reasons of why employees resist change. (10 marks)

End of Paper.